




TENNESSEE REGULATORY AUTHORITY
460 James Robertson Parkway
Nashville, Tennessee 37243
Telephone (615) 741-2904

Sara Kyle, Chairman
Lynn Greer, Director
Melvin Malone, Director

K. DAVID WADDELL
Executive Secretary

Memorandum

To: Docket File

From: K. David Waddell 

RE: Petition of United Telephone Company to Change and Increase Certain Intrastate Rates and Charges so as to Permit It to Earn a Fair and Adequate Rate of Return on Its Property Used and Useful in Furnishing Telephone Service to Its Customers in Tennessee and to Adopt New and Realistic Depreciation Rates for Central Office Equipment.

Docket No. 01- 00451.

Date: January 10, 2002

The attached documents constitute the summary report and supporting items concerning the quality of service public hearings conducted in conjunction with the above referenced docket by the Consumer Services Division of the Tennessee Regulatory Authority.

These documents are hereby placed in the docket file and copies are provided to the parties of record.

01-00451

TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman
Lynn Greer, Director
Melvin Malone, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

MEMORANDUM

TO: K. David Waddell
Executive Secretary

FROM: Lewis T. De Board *WDe*
Consumer Services Division

DATE: January 10, 2001

SUBJECT: United Telephone's Quality of Service Public Meetings at Chapel Hill and
Nolansville, Tennessee.

.....

It is the practice of the Authority when a utility files for a rate change to receive public input regarding the quality of service provided to consumers by that utility. In connection to United Telephone's recently filed rate change, the Consumer Services Division conducted public meetings in Chapel Hill on October 29, 2001 and in Nolansville on October 30, 2001.

Attached are the reports for those public meetings held to receive consumer input concerning United Telephone's quality of service. Please note that attached to the Chapel Hill report is a petition submitted by Ms. Shawna Collins. This petition had one page that appeared to be duplicated, but on closer examination the duplicate page contained one additional name which has been added to the total number of signatures.

CC: Eddie Roberson, Chief
Consumer Services Division

**United Telephone's Quality of Service
Chapel Hill Public Meeting
October 29, 2001**

Consumer Service Division held a public meeting in Chapel Hill regarding United Telephone's ("United") quality of service. Sixteen consumers attended the meeting and there was one representative from United Telephone.

There were several complaints that consumers in Chapel Hill could not select national ISPs such as AOL.

Consumers wanted Extended Area Calling and stated they were willing to pay a reasonable fee.

There were complaints that citizens of Chapel Hill could not call or receive calls from the largest employer in the area, Saturn, without it being a long distance call. A member of the factory staff stated that calling to Chapel Hill is the largest portion of Saturn's local long distance bill. (Note: Saturn is not in Marshall County.)

One complainant stated that she could not even call to order a pizza without incurring a toll charge when the shop is only four miles down the road and in United's service area. (Note: The pizza shop was across the county line.)

There was complaints that citizens of Chapel Hill could not make a toll free call that exceeded a two (2) mile radius, and that this calling situation was affecting local real estate sales and value. In addition, they stated their area of interest, community and family were in other areas such as College Grove. (Close proximity but across county lines.)

One consumer stated she did not understand why they could not have a calling area similar to other states where your toll free calling was within a certain radius of where you lived, like living in Indiana and being able to call Chicago because it was within a fifty mile radius, and this type of calling plan was available 30 to 35 years ago.

Statements of the attending Chapel Hill citizens held a consensus view that United was a monopoly and that they were being isolated from better service (more options) because of where they lived. They also made a statement that they did not want to pay more unless they get better service, especially a better calling area. That dollar for dollar, by comparison Chapel Hill is receiving "lousy" service. They cannot even call within the United service area without incurring toll charges. The attendees generally stated they did not want to pay more unless they got better service which means a larger calling area.

Attached is a petition submitted by Ms. Shawna Collins with two hundred and forty-seven (247) signatures requesting "the same services that are offered to the area surrounding us such as area plus calling".



Roadrunner Electric Co., Inc.

8219 NEAL ROAD ARRINGTON, TENNESSEE 37014

(615) 395-4828 (615) 395-4833
FACSIMILE NUMBER (615) 395-4828

RECEIVED
CONSUMER SERVICES DIVISION
JAN 08 2002

TN REGULATORY AUTHORITY

DATE: 1/8/02
TO: S.O.T. TENNESSEE REGULATORY Authority
ATTENTION: LEWIS T. DE BOARD III
FROM: SHAWNA COLLINS
SUBJECT: United Telephone CO,
10 PAGES TO FOLLOW (NOT INCLUDING COVER SHEET)

NOTES:

Hello Mr. De Board,
We met at the United Telephone Co
meeting @ Forrest School in Chapel Hill.
I expressed my concern for the people in
our community re - Our phone service. I inform
you of the lists I have of signatures of United
telephone customers. We feel we are limited
greatly as we cannot call our neighboring towns'
families. We cannot use our cell phones in
our area, we cannot use AOL or other provide
of internet services without it being a "Toll call"
Therefore, we cannot contact family member
in the surrounding towns via phone, internet,
(email) or cell phone, thus forcing us to pay
United for telephone use long distance, only to
be able to use UNITED's internet. Their internet is
not good so we were told we had to use their
DSL. (Approx. \$70 per month) We are told many things by
the company, United and when we call to complain, we are
told that they "would never say that". We request what we are asking

WE THE CUSTOMERS OF UNITED TELEPHONE CO. WOULD LIKE THE SAME SERVICES THAT ARE OFFERED TO THE AREAS SURROUNDING US SUCH AS AREA PLUS CALLING, (AT A REASONABLE PRICE). WE FEEL AS IF WE ARE AN ISOLATED GROUP JUST BECAUSE OF WHERE WE LIVE. WE FEEL IT IS UNJUST THAT FAMILY AND FRIENDS CAN CALL US WITH NO ADDITIONAL TOLL, AND WE CANNOT RETURN THE CALL WITHOUT A CHARGE. SEE BELOW THE NAMES THAT AGREE WITH THIS COMPLAINT.

NAME	ADDRESS	TELEPHONE
1. JEFF KRON	18516 Caney Springs Rd	1-931-364-7046
2. NIELL Sims	11002 CHRISTI AVE	931-364-4994
3. John Aycock	3904 Hearthstone Dr	931-364-3455
4. Melissa A. Kuncalo	2538 Hwy 41A North	931-294-2574
5. Mary Ann Kuncalo	2354 Snake Town Rd	931-364-2374
6. David Smith	Chapel Hill	
7. Dague Shippo	1258 Old Columbia Rd	931-294-3212
8. Arnes Patton	1304 Forrest Trace Dr	931-364-2427
9. Phillip Vandavone	3926 Honeysuckle Way	931-364-4777
0. Michael Bruce	1440 Sycamore Dr	931-364-3525
1. William B. Calkins	3802 Verona C Hway	931-364-5288
2. Sherie Kuncalo	Spring Creek Apartment	931-364-5082
3. Paul Smith	310110 Verona Rd	931-364-4829
4. Lynn Owens	1507 Raylee Chapel Hill	931-364-4506
5. Bob J. Walburn	3145 Nashville Hwy	931-359-6331
6. Tommy Lunsford	2044 Caney Spring	931-364-4593
7. Claudia Meadows	1256 River Rd	931-364-5055
8. Melinda Lunsford	4775 Link Road	931-364-4836
9. George Pruitt	3825 Hearthstone Dr	931-364-2935
0. Crystal Barnett	1324 River Rd	931-364-3850
1. Pat & Billman	River Rd	931-364-5001
2. Jeff Ragsdale	5347 Harris Cem Rd	931-364-3546
3. Sandra Walker	Snickerhon	364-2958
4. Amanda Butler	11010 Spring Creek Lane	364-5385
5. Mike Butler	Nashville Hwy	364-2119
6. Carrie Smith	1325 Woodridge Dr	364-4739
7. Theresa Valls	306 Lawrence Ave	364-5364
8. MIKE JOSEAU	4114 Trammell St	364-4626
9. James Bond III	3727 Verony Caney Rd	364-4627
0. Sheila Gable	1100 Hwy 99	364-2474
1. Mac McWay	1100 Hwy 99	364-2474
2. Marcia McWay	1100 Hwy 99	364-2474
3. Paul Pendley	3958 Honeysuckleman	364-4759
4. Debra & Terry Jordan	4663 Caney Creek Lane	364-4631
5. Vickie Smith	1521 Old Hwy	364-7256
36 Francis Hartfield	3519 Harwood Dr	364-2133

18 Bill Ganson	1705 Molly Lane Rd	931-364-4014
	5064 Simpson Ln	931-364-2953
Jeremy Holmes		
Philip Bennett	3746 Verona Caney Rd	931-364-2903
Tabatha Lamb	552 Hwy 99 Lewisburg	931-364-3864
		931-364-3864
2 Timmy Lamb	552 Hwy 99 Lewisburg	931-364-7531
	1111 Anderson Lane	
3 Rebecca Hill		931-364-4699
Michelle Todd	4115 Turning Leaf Ct.	931-364-5174
Theresa Drake	3562 Verona	931-364-2175
	3852e Northstar Dr	
60 Paul Hultt		931-364-2160
Anthony Buchholz	1510 HUNTERS CHASE DR	931-364-7626
Nichelle Curtis	3809 Hearthstone Dr.	931-364-7720
Sallie Stimmell	2749 Mt Lebanon Rd	
Michael S. Gauthier	1613 Christ. Ave	931-364-2411
Marcella Alward	4056 CANEY CREEK LAKE	931-364-3390
Glenn Hall	4650 LUNN'S STORE RD	931-364-4968
Jeffrey A. Cizek	4830 THICK RD	" " 5338
W. Lang. Ganson	1703 Molly Lane Rd.	931-364-4014
	36419 Honeysuckle Way	931-364-7139
55 Sam Hill	1605 Evergreen St.	931-364-4543
Shannon Sylvester	409 Central Ave.	931-364-4943
Melanie Spitzley	4029 Caney Creek	931-364-2905
58 Colleen Sargo	Hearthstone Dr.	931-364-5064
59 Marion Alvin	Wincode Jr.	
60 Lea Ann Brewer	1315 Forrest Trac. Dr	931-364-3524
61 Susan Davis	3922 Honeysuckle Way	931-364-2144
62 Amy Kessler	4018 Caney Creek Lake	931-364-4771
63 Amy Gustafson	1324 Woodbridge Dr.	931-364-5210
64 George Hughes	5503 Thick Rd	
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67		

WE THE CUSTOMERS OF UNITED TELEPHONE CO. WOULD LIKE THE SAME SERVICES THAT ARE OFFERED TO THE AREAS SURROUNDING US SUCH AS AREA PLUS CALLING, (AT A REASONABLE PRICE). WE FEEL AS IF WE ARE AN ISOLATED GROUP JUST BECAUSE OF WHERE WE LIVE. WE FEEL IT IS UNJUST THAT FAMILY AND FRIENDS CAN CALL US WITH NO ADDITIONAL TOLL, AND WE CANNOT RETURN THE CALL WITHOUT A CHARGE. SEE BELOW THE NAMES THAT AGREE WITH THIS COMPLAINT.

NAME	ADDRESS	TELEPHONE
Nauna Collins	44062 Lums Store Rd	364-5413
Bob Karsen	1295 Hwy 99 Kearsy	364-2393
Mark E. W. Karsen	4074 Canon Creek Ln	364-3118
Phillip K. Karsen	4065 Canon Creek Ln	364-2915
Tom Schryer	3941 Honey Suck Creek	364-3331
Shelly Beizer	1520 Carney Ct	364-7963
Nancy Denaway	3789 Mahaley Rd	364-2647
Charles Denaway	3789 Mahaley Rd	364-2647
James McClan	4424 Thick Road	364-5521
Colleen M. Kersh	4830 Thick Road	364-5664
W. P. M. Kersh	1190 Chandler Dr	364-7528
Rosemarie Kersh	3908 Heathstone Dr	364-3464
Shelly Cornett	4049 Canon Creek Lane	364-2966
Kay Russell	1639 Caney Springs Rd	364-2749
Benny B. Hakey	3916 Heathstone Dr Chapel Hill	364-7543
Beverly Jackson	3411 James Shaw Rd	364-5569
Vince Jackson	3215 Clay Hill Rd	364-2125
Charles Jackson	2415 Clay Hill	364-5074
Bryan Searles	2683 Mooresville Hwy	364-2071
Phyllis L.	4775 Thick Rd	364-4836
Corne Donnelly	3989 Honey Suck Creek	364-7450
Dale Donnelly	3989 Honey Suck Creek	364-7450
Donna Hagan	1469 Hunters Estate Dr	364-3703
Stephanie May S	1395 Old Hwy 99	364-4056
Mary Ingensell	1190 Highway 99	364-2208
Mary Ingensell	1190 Hwy 99	364-1374
Chad Hall	4650 Lums Store Rd	364-4968
Sabrina Pondkey	3958 Dixie St	364-4759
Desiree Bindl	3549 Verona Rd	364-2570
David Hagan	3610 VERONA RD	364-4656
Robert Griggs	1388 Kenny Nelson Rd	364-4401
John Tipton	4831 Agent Rd Chapel Hill	364-7077
Connie Stotel	4839 Agent Rd Chapel Hill	364-2141
Nick Grandy	3408 Heathstone Dr Chapel Hill	364-4682

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NAME	ADDRESS	TELEPHONE
Larry Cox	145 Academy	364-5013
Richard Cox	108 Taylor St	364-4509
Betty Coleman	2101 Virgil Beasley Rd	364-2341
Bonnie Coleman	3105 Virgil Beasley Rd	364-3987
Sonnie James	149 Academy	364-3924
Odison Heathcock	1477 Hunters Chase	364-2635
Beth Heathcock	Same	364-2635
Mike Heathcock	Same	364-7057
Walter Williams	1270 Church Rd.	"
Wm Williams	"	"
Kay Williams	"	"
Kelli Collins	1272 Church Rd.	"
Randi Collins	"	"
Angie Love	4737 Pyles Rd	364-3754
Carole Hyman	4692 Pyles Rd	364-7658
"	"	364-7833
Jeff Compton	"	364-7203
Bobby Randolph	5675 Thick Rd	364-3778
Patricia	701 Depot St.	364-3249
Ray Barlett	River Road	364-3850
Jimmy Anderson	11341 Longview Edmond	294-2557
Nancy Straley	1493 Hunters Chase Dr	364-3227
April Charles	3777 Heathstone Dr	364-3427
Randy Charles	"	"
Gary Crutcher	1324 Woodbridge Dr.	364-4771
Charlene Crutcher	5414 Arceuthobium Rd	364-13349
Gilly	"	"
Frank	"	"
James	"	"
James	3970 Honeyuckle Way	364-5545
Harley Ezen	5006 Smiley Rd	364-2537
Willie Crutcher	414 Maple St	364-7672
Dorothy Crutcher	414 Maple St	"
John & Jayne Post	1408 Sycamore Dr.	364-5098
Miranda Lamoreaux	1505 Bridle Ln.	364-5348
Janette Burrows	1505 Bridle Ln.	364-5348
MARK SESLE	1482 Hunters Chase Dr	364-3655

Name	Address	Phone#
Emily Beech	4361 Smiley Rd.	364-7682
My Name	Harris Comm Rd	364-2703
Tracie Eden	1915 Old Hwy 99	364-5570
Barb Newberry	1471 Hunters Ch Dr	364-2635
Antoine Hall	1349 Woodbridge Dr.	364-4788
Curtney Runk	3962 Horseshoe Way	364-2572
Jeff Burns		270-4920
Stephanie Dinsmore	5412 Reynolds Rd	364-5633
Jina Ray	5412 Reynolds Rd	364-2130
Sharon Martin	1180 Collins East Rd	364-7016
Kevin Shredgill	1511 HUNTERS CHASE DR.	364-4797
Amantle Prince	1490 Spelman Tr	364-3585
Est Meade	1256 River Rd	364-5655
Bob Hollman	4447 Ayles Rd	364-4888
Frances Penrod	3430 Phifer Rd	364-2591
Chris Horn	3824 Heartstone	364-5613
Dana Tidwell	4439 Ayles Rd	364-5033
Lila Pate	5373 Gate Rd.	364-17842
William McDaniel	3600 Wynnwood Dr.	364-5034
Melody Simon	1486 Hunters Chase Dr.	364-3315
Allen Butler	5462 Creekview	364-7865
Amber Bair	1461 Brad Lane	364-3659
Paula Harris	4029 Battleground Tr	364-2507
DETH BAKER	3825 HEARTHSTONE DR	364-2935
Jane Pugh	1316 Forest Trace Dr.	364-3483
Tony Runk	3590 Riverview Rd	364-3441
Yndell Burtis	907 Wilson School Rd.	931-364-5444
Sam Miller	401 Marshall Street Dr.	615-326-0320
Mike McNeil	359 Old Columbia Rd	931-294-5417

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NAME	ADDRESS	TELEPHONE
Cabbie Freeman	651 Hwy 99	364-7795
Shuni Boyd	1600 Tree Trunk Lane	364-2578
Altha McClain	4042 Linn's Store Rd	364-7892
Sherry Secher	2136 Verona Canyon Rd.	Computer
Wesley Miller	4042 Linn's Store Rd	364-7855
Janice Hughes	4648 Thick Rd	364-7877
Deepest Bowler	4651 Pyba Rd.	364-7886
Phonda Franklin	4375 Smiley Rd.	364-3524
J. B. B.	2205 Hawthorne Ave	364-7949
Brady Wood	8625 Webb Rd	368-2348
Bondy W. Wood	4775 Pyles Rd	364-3001
Wendy Johnson	2012 Lawrence Ave	getting one
Patrick Ellis	P.O. Box 224 Chapel Hill TN 37034	364-3250
Michael Baker	1341 Woodbridge Dr Lexington TN 38011	364-4669
Charlie Lee	5310 Linn's Store Rd. CH	364-7379
Kim Hangsmeier	1294 Sycamore Dr. CH	364-5442
Allen Butler	5462 Creekview Rd	364-7865
Alison Riley	4088 Linn Store Rd.	9164-4858
Debra Burris	4793 Pyles Rd.	364-7400
Terry Crow	5455 Perryman Rd.	364-5455
Linda Reams	2425 Fay Hwy.	276-2315
Charles Ewing	1478 Hunter's Chase Dr.	364-2550
Charles Bailey	2994 Veronica Canyon	364-4179
Kimberly Bailey	3129 Veronica Canyon	364-7964
Michael J Lee	1497 Hunter's Chase Drive	364-5320
D. B.	1993 Egypt Rd	364-5624
David R. Bell Jr	143 Academy Ln	364-5662
Billy Hatcher	857 Wilson School Rd	364-4291
Theresa Vail	306 Lawrence Ave	364-5361

WE THE CUSTOMERS OF UNITED TELEPHONE CO. WOULD LIKE THE SAME SERVICES THAT ARE OFFERED TO THE AREAS SURROUNDING US SUCH AS AREA PLUS CALLING, (AT A REASONABLE PRICE). WE FEEL AS IF WE ARE AN ISOLATED GROUP JUST BECAUSE OF WHERE WE LIVE. WE FEEL IT IS UNJUST THAT FAMILY AND FRIENDS CAN CALL US WITH NO ADDITIONAL TOLL, AND WE CANNOT RETURN THE CALL WITHOUT A CHARGE. SEE BELOW THE NAMES THAT AGREE WITH THIS COMPLAINT.

NAME	ADDRESS	TELEPHONE
Robert Grigg	1388 Kenny Nelson Rd.	931-364-4401
Charles Holton	1492 Kenny Nelson Rd.	931-364-2421
James & Marie Trice	1389 Kenny Nelson Rd.	931-364-7977
Donnie & Vicki Wilson	1251 Kenny Nelson Rd.	931-364-4028
Martha R. Witt	1066 Kenny Nelson Rd.	931-364-2059
Steve & Jo	1022 Kenny Nelson Rd.	931-364-5464
Laura Howard	1120 Kenny Nelson Rd.	931-364-3543
Dora White	857 Kenny Nelson Rd.	931-364-3620
Robert Jerry Beach	857 Kenny Nelson Rd.	931-364-3620
Reba Middleton	250 Kenny Nelson Rd.	931-364-4480
Heidi Norman	250 Kenny Nelson Rd.	931-364-4480
Lochel Reasonover	800 Kenny Nelson Rd.	931-364-3748
Ethel Chunn	1346 Chunn Rd.	931-364-7146
Albert Chunn	1346 Chunn Rd.	931-364-7146
Brenda Knicaid	1017 Kenny Nelson Rd.	931-364-2044
Wade Kingrasen	1363 Kenny Nelson Rd.	931-364-7143
Shirleyne Richerson	" "	" "
Tammy Carter	743 Cedar Grove Rd.	931-294-3282
Estela Crutcher	412 Maple St.	931-364-3169
Lori Harper	5390 Reynolds Rd.	931-364-5456
Stacie Perkins	3853 Todd Rd Chapel Hill	931-364-5150
Joey Perkins	3853 Todd Rd	931-364-5428

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	NAME	ADDRESS	TELEPHONE
1.	Robert Gripp	1388 Kenny Nelson Rd.	931-364-4401
2.	Charles Holton	1492 Kenny Nelson Rd.	931-364-2421
3.	David & Marcie Trice	1389 Kenny Nelson Rd.	931-364-7977
4.	Donnie & Vicki Wilson	1251 Kenny Nelson Rd.	931-364-4028
5.	Walter R. Watt	1066 Kenny Nelson Rd.	931-364-2059
6.	Steve & wife	1022 Kenny Nelson Rd.	931-364-5464
7.	Laura Howard	1140 Kenny Nelson Rd.	931-364-3543
8.	Dolla Hite	857 Kenny Nelson Rd.	931-364-3620
9.	Donna Jerry Beach	857 Kenny Nelson Rd.	931-364-3620
0.	Reba Middleton	250 Kenny Nelson Rd.	931-364-4480
1.	Heidi Harmon	250 Kenny Nelson Rd.	931-364-4480
2.	Rachel Reasonover	800 Kenny Nelson Rd.	931-364-3748
3.	Ethel Chunn	1346 Chunn Rd.	931-364-7146
4.	Albert Chunn	1346 Chunn Rd.	931-364-7146
5.	Brenda Knicaid	1017 Kenny Nelson Rd.	931-364-2044
6.	Wade Knicaid	1365 Kenny Nelson Rd.	931-364-7143
7.	Suzanne Knicaid	" "	" "
8.	Jason Nantz	1143 Cedar Grove Rd.	931-294-3282
9.	Ethel Crutcher	412 Maple St.	931-364-3169
0.	Lori Harper	5380 Reynolds Rd.	931-364-5456
1.	Stacie Perkins	3853 Todd Rd. Chapel Hill	931-364-5150
2.	Joey Perkins	3853 Todd Rd.	931-364-5428
3.	Linda McElwain		931-364-7989
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WE THE CUSTOMERS OF UNITED TELEPHONE CO. WOULD LIKE THE SAME SERVICES THAT ARE OFFERED TO THE AREAS SURROUNDING US SUCH AS AREA PLUS CALLING, (AT A REASONABLE PRICE). WE FEEL AS IF WE ARE AN ISOLATED GROUP JUST BECAUSE OF WHERE WE LIVE. WE FEEL IT IS UNJUST THAT FAMILY AND FRIENDS CAN CALL US WITH NO ADDITIONAL TOLL, AND WE CANNOT RETURN THE CALL WITHOUT A CHARGE. SEE BELOW THE NAMES THAT AGREE WITH THIS COMPLAINT.

	NAME	ADDRESS	TELEPHONE
1.	MIKEY D WISE	1370 OLD COLUMBIA RD	
2.	Don Williams	5903 Third Rd	364-5272
3.	Hopewell Falls	P.O. Box 21 College Green	368-7303
4.	Eric Roberts	8201 Highway Hwy	368-7099
5.	Charles Armstrong	1614 3rd ST. Collegeville	368-7338
6.	Robbie Moran *	3980 River Glen Dr. Chapel Hill	931-364-5184
7.	Jack Williams	2575 York Rd	774-2856
8.	Barbara Cooper	6232 Oak End Collegeville	368-7822
9.	Hert Astorita	4068 Lunnstone Pk	364-2258
10.	John Moody	3884 Hawthorne Dr	364-3391
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WE THE CUSTOMERS OF UNITED TELEPHONE CO. WOULD LIKE THE SAME SERVICES THAT ARE OFFERED TO THE AREAS SURROUNDING US SUCH AS AREA PLUS CALLING, (AT A REASONABLE PRICE). WE FEEL AS IF WE ARE AN ISOLATED GROUP JUST BECAUSE OF WHERE WE LIVE. WE FEEL IT IS UNJUST THAT FAMILY AND FRIENDS CAN CALL US WITH NO ADDITIONAL TOLL, AND WE CANNOT RETURN THE CALL WITHOUT A CHARGE. SEE BELOW THE NAMES THAT AGREE WITH THIS COMPLAINT.

	NAME	ADDRESS	TELEPHONE
1.	T.C. Smith	3803 Verona Caney Rd	364-7486
2.	Mildred Tenny	1340 Hwy 99	364-7859
3.	Boy Barnett	1334 River Rd	364-3850
4.	Dawn Davis	3737 Verona Caney Rd	364-2599
5.	Kalli Collins	1270 Chunn Rd	364-7057
6.	Rebecca Byrd	1493 Old Hwy 99	364-2311
7.	Narlene Byrd	1495 Old Hwy 99	364-4939
8.	Dustin Smith	1521 Old Hwy 99	364-7256
9.	Randall Bluff	907 Wilson School Rd	364-5444
10.	Jaessie Cole	4899 Thel Rd	364-7229
11.	Patrick A. Schwapp	4073 Caney Creek Ln	364-7058
12.	PAUL SMITH	3611 VERONA - Caney	364-4824
13.	Daniel Hare	1401 Bridle Ln	364-7431
14.	William McDaniel	3600 Wynnwood	364-5034
15.	Becky Ragsdale	4344 Lunn Store Rd	364-4650
16.	Phillip Ragsdale	4344 Lunn Store Rd	364-4650
17.	Benjamin Watters	1502 Bridle Ln	364-3807
18.	Wanda Barousse	1300 Chunn Rd	364-2557
19.	John Barousse	1300 Chunn Rd	364-2557
20.	Ricky Mann	3880 Hartstone dr	364-7985
21.	Genene Graham	017 Hwy 99	364-1841
22.	Big Yancy	4658 Cook Ln	364-3248

**United Telephone's Quality of Service
Nolansville Public Meeting
October 30, 2001**

The Consumer Services Division conducted a public meeting in Nolansville regarding United Telephone's quality of service. Two consumers attended the meeting and there were two representatives from the United.

Both consumers expressed displeasure at their inability to have a larger calling area and wanted to know if United was ever going to allow Area Plus calling.

The availability of DSL was questioned and discussed. One consumer asked about her area and United responded that DSL service would be available to her if she called and placed an order. United stated they have the service available in some of the residential areas and are installing more remotes to make it available in other areas.

The consumers wanted a United business office in Nolansville so that they did not have to drive all the way to Chapel Hill, about a forty (40) minute drive, if they wanted to discuss their bill. United responded that they were working on this issue.